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MEMORANDUM FOR THE RECORD

SUBJECT: Audit of Administrative Directorate Review - Trends & Highlights

1. In an effort to devise an acceptable method for auditing the Administrative Directorate Review:- Trends and Highlights, five members of the ADMAG reviewed written critiques submitted to OTR by the participants of four recent runnings of the course. While we are not totally convinced that this is the best way to conduct a comprehensive audit and to make substantive· recommendations for changes, a few points did come out which gave us certain concerns.

2. It appears that the Course Report, which is prepared by the course coordinator as a covering memo for the student critiques and is forwarded to the Director of Training offers something less than a candid capsulation of the evaluations. The complimentary remarks are inflated and the short-comings are given practically no play at all. Unless the Director of Training reads each individual critique, we doubt that he gets a complete picture of the good and bad. Following are four areas that were prominent among a majority of all the critiques, but was summarized in part by only one course coordinator in his Course Report:

    A) Enviornment - Poor audio due to malfunctioning microphone, T.V. screen too small for large audience.

    B) Speakers   - Individual offices should take more care in selection of representatives - several lacked enthusiasm and were deficient in speaking ability.

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C) <u>Content</u> - Several students expressed opinion that more emphasis

should be placed on future plans of various DB/A offices.

D) <u>Duration</u> - 9 of 41 critiques recommended that the course be

reduced to three days. Several students suggested

a maximum time limit of 45 minutes for each speaker.

While these minor critical remarks do not come under the heading of sub-
stantive recommendations for major changes in course objectives, the fact
that these comments fall on seemingly deaf ears can have a deleterious
effect on the course as a whole and cast a shadow of disrepute on it.

3. It is recommended, based solely on reviewing the evaluations pro-
vided by OTR, that the following steps be taken:

A. Within budgeting constraints, upgrade the physical facilities

and provide better quality equipment such as microphones, larger

T.V.'s, etc.

B. Institute a program of written critiques for individual speakers,

making the comments available to the speakers component with

hoped for result of getting better quality speakers or at least

improved presentations from the same speaker in the future.

C. Revise the student evaluation form to make them more responsive to

substantive comments from the students.

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D. Consider the feasibility of dividing the course into two
groups (GS-04 thru GS-08 and GS-09 thru GS-14), so that the
presentations might be ~~more~~ *Berrm* tailored to the audience. ~~Now~~ *Currently,*
there seems to be too great a desparity in age, grade and
length of service *in one group* to make for effective presentations.